

## **Appendix VIII. Examples of Operational Issues Addressed in MTCS Related Review**

All of these questions can be posed by the Field Office or TARC to the PHA as part of the informal, off-site review. Answers from the PHA and data from available MTCS reports can be used by the Field Office or TARC to prepare findings and propose remedial actions. If the PHA cannot or will not answer the questions to the satisfaction of the Field Office or TARC, then the Field Office or TARC can incorporate these questions into an on-site review.

- A. Assessing responsibility and training issues of MTCS personnel.** How many persons? Who handles which programs – Section 8 and public housing? What format of data is used, electronic or hard copy?

### Useful Tools for Monitoring and Review

Use the MTCS diagnostic questions (Appendix VII). For help in identifying relevant topics, consult the News Flash and MTCS Forum. Field Offices and TARC can pose questions on the MTCS Forum for ideas concerning staff, training, and related problems reported by other housing authorities.

- B. Occupancy information.** Is information for public housing and Section 8 handled together or separately?

### Useful Tools for Monitoring and Review

For leads on topics related to occupancy, consult the News Flash (e.g., for any rule changes) and the MTCS Forum (e.g., for additional information on recent problems reported by other housing authorities).

- C. Assess the function of computer systems.** Which software is used? Who handles the PHA's computer service contract? Software updates? Has the PHA resolved test records or fatal errors with the system?

### Useful Tools for Monitoring and Review

Consult the MTCS Internet Web site for technical information on reporting requirements. Contact the MTCS Hotline for transmission history. Scan the News Flash and the MTCS Forum for questions and answers on resolving computer problems. The Delinquency, Submission Status, and Error reports provide data on PHA reporting. Also, MTCS reports (e.g., Delinquency, Resident Characteristics, Key Management Indicators, New Admissions, Mobility and Portability reports) report provide recent data on the PHA's operations and families – a helpful starting point in assessing PHA performance.

- D. Assess Internet capacity as it applies to MTCS.** Is the housing authority able to transmit records, obtain error reports, access the News Flash or access notices?

### Useful Tools for Monitoring and Review

Consult the Technical Reference Guide and other documentation on the MTCS Web site for background information. Consult the News Flash and MTCS Forum for questions and answers on Internet use.